



**Office of the New York State
Attorney General Letitia James**



**Office of the New Jersey
Attorney General Matthew Platkin**



**Office of the Connecticut
Attorney General William Tong**

February 5, 2025

VIA EMAIL & OVERNIGHT MAIL

Dennis Matthew
Chairman & CEO, Altice USA
1 Court Square West
Long Island City, New York 11101

Dear Mr. Matthew:

I am writing to you on behalf of the States of New York, New Jersey, and Connecticut regarding the ongoing unavailability of MSG stations for customers in the tri-state area. MSG Networks broadcast the sports teams for this region including most of the Devils, Islanders, Rangers and Knicks games. These teams are in the crucial period of their seasons, yet, for over a month now, sports fans across the region have been unable to watch the majority of their teams' live games as the carriage dispute between Optimum and MSG has resulted in those channels going dark.

As you also know, MSG stations have remained unavailable to your customers since January 1, 2025. These stations provide key programming that significantly increased the cost of cable viewers' Optimum service packages. Indeed, consumers, especially sports-conscious consumers, often choose to subscribe to higher-priced cable packages over streaming TV options, precisely because local sports programming is not available on streaming platforms, or requires additional subscriptions. Optimum nevertheless has continued to charge and collect the same high fees while this outage occurs.

Our respective offices have received complaints from consumers who simply want nothing more than to relax on the couch and watch the games they signed up (and paid) to watch. While we understand that some consumers have been able to obtain some refunds or credits, that has been far from a universal or satisfactory result for many consumers. Meanwhile, it does not appear that the two sides are any closer to reaching a deal.

We hereby request that you promptly and voluntarily credit all affected consumers who were not able to access MSG stations during the month of January 2025. Reducing only future charges of consumers who continue to be unable to access MSG stations is not enough. It is inappropriate for our residents to be charged for services that Optimum did not provide in January.

We seek your cooperation in doing the right thing for fans, who are also your customers. Our offices are willing to work with you on the terms for and implementation of action to ensure that both your company and the affected consumers are treated fairly. If you have any questions or comments, please direct them to the Assistant Attorney General who transmitted this letter. We look forward to working with you on this matter.

Sincerely,

Letitia James
New York State Attorney General

Matthew Platkin
New Jersey Attorney General

William Tong
Connecticut Attorney General